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Office of the Child Advocate

Moira O'Neill
Director

July 10, 2020

His Excellency, Governor Christopher T. Sununu
and the Honorable Executive Council
State House
Concord NH 03301

REQUESTED ACTION

Request to place on the Consent calendar.

Pursuant to RSA 4:8 Gifts to the State, authorize the Director of the Office of the Child Advocate to accept a gift in an amount not to exceed \$50,000.00 from Casey Family Programs, Seattle Washington, to continue to provide the services of Collaborative Safety, LLC, 8161 Hwy 100 #206, Nashville, TN. These services include training, coaching, and review pertaining to the Systems Learning Review (SLR) model for conducting critical incident reviews.

EXPLANATION

The Office requests authorization to accept a gift from Casey Family Programs, a national organization whose mission is to provide and improve and ultimately prevent the need for foster care. Casey Family Programs partners with child welfare systems, families, policymakers, courts and American Indian tribes to support practices and policies that safely reduce the need for foster care, increase the safety and success of children and strengthen the resilience of families.

This gift will support the NH Office of the Child Advocate to continue strengthening the System Learning Review (SLR) model for conducting a SLR to examine system responsiveness to children with developmental disabilities, provide workshops on Human Factors Debriefing, Safety Science and Language, and Accessing the Second Story, and a training session on Child Victims with Disabilities. Additionally, this gift will provide resources to support 1) the development of a SLR model and engagement strategy for a youth self-advocacy initiative. 2) a report describing the SLR method of critical incident review using safety science by an independent oversight agency. This support situates the Office to effectively monitor incidents and identify system improvements in accordance with oversight duties pursuant to RSA 170-G:18.

The Office of the Child Advocate wishes for approval to accept this gift. Your favorable action on these items would be appreciated.

Respectfully submitted,

Moira O'Neill
Director

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Attachment: Collaborative Safety Scope of Work Proposal



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**New Hampshire Office of the Child Advocate
Scope of Work Proposal
07 01 20**

Contractor Information:

Collaborative Safety, LLC
8161 Hwy 100 #206
Nashville, TN 37221
916-548-5041
sm@collaborative-safety.com

Proposal

Collaborative Safety, LLC proposes the following initial scope of service:

Scope of Work - Calendar Year 2020 (August 1, 2020 – December 31, 2020)

1. 5 Virtual Days Training/Workshops
2. Model Development and Author a Report
3. Child Victims with Disabilities Training

Total: \$50,000.00

Costs

Training/Item Title	Cost
5 Days Virtual Training/Workshops	\$30,000.00
Model Development and Author a Report	\$15,000.00
1 Day Virtual Child Victims Disabilities Training	\$5,000.00
Total	\$50,000.00



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Detailed Description of Work

5 Virtual Days Training/Workshops

The 5 Virtual Days will consist of the following:

1. In consultation with the OCA, plan, implement and analyze a Systems Learning Review to examine system responsiveness to children with developmental disabilities (3 Days)
2. Provide a workshop on Human Factors Debriefing (1 Day)
 - a. Explore cognition and common influences on human behavior in complex systems and provide an overview of how humans operate in systems and common human biases and failure modes.
 - b. Use newly learned skills to debrief individuals that have been involved in critical incidents and identify influences to human behavior.
3. Provide a workshop on Safety Science and Language (.5 Days)
 - a. Use of language to create a safe environment, allow for open conversation, decrease defensiveness, and support effective communication.
 - b. Advanced discussion on verbal and non-verbal (paralinguistics) language
4. Provide a workshop on Accessing the Second Story (.5 Days)
 - a. Establish goal of gathering useful and reliable information through creating a safe environment.
 - b. How to use language and ask questions using the funnel technique.
 - c. Access Local Rationality
 - i. Attentional Dynamics
 - ii. Knowledge Factors
 - iii. Strategic Factors



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Model Development and Author a Report

- Collaborative Safety, LLC will work with OCA to author a report describing the System Learning Review (SLR) method of critical incident review and the SLR instrument employed in the process for dissemination of practice. Emphasis will be on the use of safety science by an independent oversight agency. Collaborative Safety will conduct a review of the literature and coordinate/synthesize information.
- Collaborative Safety, LLC will provide technical assistance to OCA in developing an engagement strategy for youth with developmental disabilities for the purpose of building an independent self-advocacy initiative.
 - Collaborative Safety, LLC will support the development of a model that incorporates the SLR process in youth-lead policy analysis for purposes of self-advocacy and engagement in program improvement.
- The OCA will provide supervision and HR supports, as well as access to technology and necessary materials.

Child Victims with Disabilities Training

While child abuse, neglect, exploitation, and sexual assault can affect any child, children with disabilities are at greater risk of abuse and neglect than children without disabilities. Children with disabilities experience victimization of violent crimes at greater rates than those without disabilities. In 2015, the average annual rate of violent victimization for children with disabilities was more than triple the rate among children without disabilities. Serious violent victimization for children with disabilities was more than three times than that for children without disabilities (Harrell, 2017). The risk of being a victim of crime, especially a victim of sexual assault, is 4 to 10 times higher for a child with a disability. Across all disability groups, children with intellectual disabilities have the highest rate of victimization. Understanding and communicating effectively with children with disabilities including intellectual disabilities, physical and communication



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disabilities who are victims of abuse are necessary skills for child protective services, law enforcement, forensic interviewers, social service personnel and other child welfare staff. The ability to understand the unique characteristics and communicate effectively is paramount in creating safe environments and conducting appropriate investigations. The participants in this training will develop a broader understanding of children with disabilities as well as new strategies for effective interviewing and communicating. Video clips of real individuals with disabilities are integrated into the presentation to maximize the effectiveness of the training.



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Collaborative Safety Overview

- Collaborative Safety draws from the same sciences that safety critical industries such as aviation and nuclear power use to improve systems and develop a culture of safety.
- Collaborative Safety is currently engaged with a number of state agencies in the U.S. supporting the development of enhanced review processes and promoting safety engagement and accountability.
- The review processes take an approach that departs from surface level understandings of how systems fail and seeks out the complex interplay of systemic factors.
- Collaborative Safety engages agency leadership, frontline staff, and other key stakeholders on safety science principles, supporting safety advancement and system change.
- Collaborative Safety uses an approach that moves away from a culture of blame and toward a culture of accountability. Years of research have shown that blame may decrease accountability, since it inhibits the ability of the organization to learn and improve.